



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

Date: 4-3-2017	Interviewer: Mallory Sullivan	RFA #17 – 20
Name of Person(s) Requesting Assistance: [REDACTED]		
Contact Numbers (telephone, e-mail, etc.): cell: [REDACTED] email [REDACTED]		
Status of Person(s) Interviewed (title, position, student status, etc.):		
Requested Assistance Pertaining To (name, position, policy, project, etc.): Concerns raised about disability accessibility in Fairhaven stack 11/12.		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☐ Student ☒
 Concern Regarding: Male ☐ Female ☐ Administrator ☒ Faculty ☐ Staff ☐ Student ☐

Category: *(Please check at least one)*

- | | | | | |
|--|--|---|--|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input checked="" type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
4/3/2017	[REDACTED] call to EOO	Hailey Chittick took a message and provided to Mallory Sullivan.
4/3/2017	MS call to [REDACTED]	Set appointment for 4/4/2017
4/4/2017	MS call to Terence Symonds	Inquiry about status of elevator in Fairhaven 11/12. TS provided update on elevator and push pad, as well as how students can make any concerns about elevators or push pads known to UR staff. TS was not aware of concerns raised about the elevator, but was aware that push pad was not working and a work order is currently out on this issue with FM.
4/4/2017	[REDACTED] appointment at EOO	Student shared three primary concerns: (1) elevator is frequently stalled and it takes 1 hr to 1 ½ hours to have a service person come to reset the elevator, (2) the interior push pad (for exterior door) has been broken for some time, (3) there is no exterior push pad to get in the building and the door is weighted. MS informed student that I will call by Friday (4/7) with updates. MS informed student about confidentiality, complaint process, and the role of the EO office.
4/5/17	MS call to Terence	Interior push pad (for exterior door) will be fixed on Monday and Terence can

	Symonds	update student's access to have the door open from the outside automatically when she swipes her card.
4/7/2016	MS call to ■■■	Spoke with ■■■ about updates this week. Shared that door push pad will be fixed on Monday and when it is fixed the door will open with card swipe. She has talked with her RD and they are already working to get her card set up to open the door automatically. I told her that we are planning to meet next week to discuss the elevator and that the UR was very receptive to her concerns and addressing this issue. With regards to the door, ■■■ said she is satisfied with the response to getting the door fixed and the card access. I told her I would follow-up again next week about the elevator.
4/13/2017	MS email to Terence Symonds	Meeting request.
4/17/2017	MS met with Terence Symonds and Lloyd Hungate	<p>The meeting resulted in the following action items:</p> <ul style="list-style-type: none"> • The pushed-pad was fixed on April 10, 2017, and student was provided with a prox key that automatically open the door when she scans into the building. • University Residence (Terence) will analyze the service history data for the Fairhaven stack 11/12 elevator and inquire with the service provider about any root causes of the problem and, if a root causes exists, how it could be addressed. • The University is meeting with the elevator service provider to discuss protocol. Lloyd invited Mallory to this meeting. • While not directly in response to these concerns, the elevator service provider recently added additional locally-based staff that should help reduce the response time when the elevator is out of service.
4/26/2017	MS call to ■■■	Spoke with ■■■ about action (see above) the university has agreed to take in response to her concerns. Mallory agreed to send a follow-up email with this information. ■■■ is satisfied with the response regarding the push-pad and the elevator, but would like to know when the door handles will be installed. MS agreed to follow-up with an update.
4/26/2017	MS email to ■■■	Overview of assistance provided. See email in RFA file.
4/26/2017	MS email to Terence Symonds	Inquiring about door handle installation timeline.
4/27/2017	MS email to ■■■	Informed ■■■ that door handles will be replaced within 2 weeks.
5/12/2017	Mallory attended ThyssenKrupp/ WWU meeting	ThyssenKrupp has made efforts to increase staff in order to reduce response time. TK and WWU discussed options and new software to increase communication between the two in an interest to increase communication with elevator users. WWU informed TK about interest in service history logs to address root cause of issues/elevators that persistently cause access concerns for students. Mallory spoke briefly about the impact of elevator service on student who rely on them to access their education and housing.
5/18/2017	MS email to Terence Symonds	Inquiring about door handle installation status.
5/18/2017	MS call to ■■■	Message: Door handles will be installed tomorrow.
5/19/2017	Hub McCaulley	"I just went up to the lock shop and the hardware has been received. Currently the lock shop is backlogged with Life safety keying issues with the Bellingham

	email to MS	Fire Department and has had to prioritize. They need to pin the new cores to match the keying and that cannot be done today. We will look at making progress Monday and keep you informed."
5/30/2017	█ email to MS	Door handles have not been installed
5/31/2017	MC call to Terence and Hub	Status inquiry. Hub stated he will try to get it done today.
6/1/2017	█ email to Mallory	Door lever is installed for her suite.
6/1/2017	Mallory email to █	Asking confirmation that from her room to outside the building (and back) the proper doorknobs are in place and the push pad is now working.
6/5/2017	█ email to Mallory	Response that the stairwell doors are still the round knobs that are hard to pull. When the elevator isn't working and she would need to access the stairs and have to use the knobs that are hard to twist
6/5/2017	Mallory call to Terrence	Informed Terrance that the stairwell doorknobs were not replaced. Terrance stated he will put in a work order today to have them replaced as well. Terrance is starting a review next week to get in front of these issues for next year.
6/7/2017	Mallory email to █	Informing █ the knobs on the doors to access the stairwells will be replaced with levers over the summer and asking her to please let me know if you have any additional questions our would like any additional assistance. Thanked her for bringing these issues to our attention.